

Standard 1: Governance					
Guideline 1.1: Members of the governing body are appointed in full compliance with its organizational documents.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Example Provided	NAHRO Training Products	NAHRO Certifications
1.1.3: The organization has an orientation and training process that is followed and regularly updated to support new and current board members in understanding the organization and his/her responsibilities.	Orientation and training materials reflecting current organization information	Training logs Narrative	NAHRO Class completion - Ethics for Commissioners; Affordable Housing ABCs	Ethics for Commissioners, Commissioners Fundamentals and Commissioners Guide to Monitoring & Oversight, Affordable Housing ABCs, Commissioners Handbook, Executive Management & Leadership, Succession Planning and CEO Search	NAHRO Certified Commissioner (NCC)
Guideline 1.3: The governing body understands and supports the mission of the organization.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Examples Provided	NAHRO Training Products	NAHRO Certifications
1.3.1: Activities of the governing body advance the mission of the organization.	Board Meeting agendas, minutes (within last year) Current Strategic Plan, Planning Documents	Interview with Board members Interview with CEO/ED	Board participation in Industry Group sponsored advocacy days with local/state/federal lawmakers	Strategic Planning	NAHRO Certified Commissioner (NCC)
Guideline 1.4: The governing body identifies and develops resources to serve its mission and strategic goals.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Examples Provided	NAHRO Training Products	NAHRO Certifications
1.4.1: The organization has professional relationships with entities that are aligned with the organization's mission and goals.	Organization Narrative MOU(s) Contract(s) Partnership agreement(s)	Interview with CEO/ED Interviews with program participants Interviews with community stakeholders	Membership and active participation in Industry groups	Serving on NAHRO Boards and Committees; Presenting at Conferences, Serving as a NAHRO faculty. Customized training plan for Board of Commissioners.	NAHRO Certified Management Executive (CME) leadership requirements
1.4.2: The organization has membership in professional organizations aligned with organization's mission and goals.	Organization Narrative Information on website of organization and related organizations	Interview with community stakeholders	Membership and active participation in Industry groups	Serving on NAHRO Boards and Committees; Presenting at Conferences, Serving as a NAHRO faculty. Customized training plan for Board of Commissioners.	NAHRO Certified Management Executive (CME) leadership requirements
Guideline 1.5: The governing body is involved in the development of plans to address organizational needs, long-term viability and strategic risk taking.					
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1.5.2: The organization participates in activities with stakeholders, policy makers and regulators.	Organization Narrative Correspondence, i.e. emails, letters	Interview with CEO/ED Interviews with community stakeholders Interviews with program participants	Board participation in Industry Group sponsored advocacy days with local/state/federal lawmakers	Sending NAHRO Advocacy Letters, Capital Hill visits. Advocacy training. Intro to Housing/"How Congress Works" training.	

Standard 3: Operational Performance					
The organization delivers and facilitates access to quality, affordable housing.					
Guideline 3.3: The organization keeps its units and grounds in clean and hazard free condition using maintenance programs designed to take existing funding into account.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Examples Provided	NAHRO Training Products	NAHRO Certifications
3.3.3: The organization utilizes industry accepted maintenance performance standards.	Referenced in Operations Manual	Narrative Visual Inspection of properties Interview of Staff	Industry group performance awards	Property Management Essentials, Public Housing Manager, HQS, UPCS; NAHRO Awards, Managing Maintenance	NAHRO Certified Member of Property Operations (CMPO), Public Housing Manager (C-PHM), Certified Maintenance Manager (CMM), Certified Specialist of Inspection (CSI-HQS, CSI-UPCS)
Standard 4: Organizational Compliance					
The organization complies with federal, state and local laws, regulations and contracts in all business dealings.					
Guideline 4.1: Programs and services administered by the organization comply with its policies and requirements as determined by regulators and funders.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Examples Provided	NAHRO Training Products	NAHRO Certifications
4.1.3: The organization researches new policies and requirements applying to their organization on a regular basis.	Organizational narrative Correspondence	Interview with CEO/ED Interview with Staff Narrative	Active engagement and/or review of industry group policy information at state/federal level	Policy team providing example policies, member portal connecting members together to share examples	Recertifications required every three years to ensure current.
Guideline 4.2: The organization communicates to staff and other stakeholders policies or requirements affecting their roles or duties.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Examples Provided	NAHRO Training Products	NAHRO Certifications
4.2.1: The organization conducts orientation for all new and current staff and volunteers.	Training materials including Industry group developed materials	Narrative Training attendance logs	NA	ABCs of Affordable Housing	
4.2.2: The organization ensures staff maintain proper training, continuing education and licensing documentation.	HR Policies and Procedures manual HR or vendor file documentation	Audit and/or reports from regulator	Industry Group educational offerings via NAHRO and PHADA, etc.	Certificate of Attendance, Active Certifications/Recertification completed.	All NAHRO Certifications

Standard 5: Executive Leadership Team					
The executive leadership of the organization implements the mission, goals and policies of the organization and is responsible for meeting accreditation standards.					
Guideline 5.4: The organization encourages and provides opportunities for professional development of employees.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Examples Provided	NAHRO Training Products	NAHRO Certifications
5.4.1: The organization assesses its needs and correlates training with the professional development of staff.	Correspondence	Narrative Interviews with Executive team Interviews with staff	Industry Group educational offerings via NAHRO and PHADA, etc.	All NAHRO trainings	All NAHRO Certifications
Standard 6: Community Engagement and Improvement					
The organization actively participates in the development of quality relationships and community opportunities to benefit its program participants.					
Guideline 6.1: The organization advocates for affordable housing.					
Indicator	Common Documentation used as Evidence for Compliance	Common Additional Information Reviewed for compliance	Examples Provided	NAHRO Training Products	NAHRO Certifications
6.1.2: The organization has a presence on policy making bodies.	Correspondence Narrative	Interview with CEO/ED Interviews with community stakeholders	Active on local, state or national level bodies including Industry Groups – CLPHA, NAHRO and PHADA	NAHRO State Chapters, NAHRO Regional Council, NAHRO Member	NAHRO Committees and Board of Ethics and Credentialing Trustees (BECT), Certification Examination Boards